

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	6026367
<b>Application Number:</b>	10815534
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	3473
<b>Title of Invention:</b>	Tracking and acting on one and done
<b>First Named Inventor/Applicant Name:</b>	Sarah H. Kiehaber
<b>Customer Number:</b>	48500
<b>Filer:</b>	Douglas W. Swartz/Debra Kesner
<b>Filer Authorized By:</b>	Douglas W. Swartz
<b>Attorney Docket Number:</b>	4366-140
<b>Receipt Date:</b>	08-SEP-2009
<b>Filing Date:</b>	31-MAR-2004
<b>Time Stamp:</b>	13:08:45
<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	no
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### File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/Message Digest	Multi Part/.zip	Pages (if appl.)
1	NPL Documents	TransparentContentNegotiationHTTP.pdf	4977152 8e132f5883a158e0f4fe2ccbf7e38f729fa8d16	no	55

### Warnings:

Information:
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2	NPL Documents	Intelligent_Enterprise_Magazine_data_Warehouse_Designer_Fact_Tables_and_Dimension.pdf	254818 802eff14a7da5af58cc0f08feffbf3d32dbf	no	7
<b>Warnings:</b>					

**Information:**

3	NPL Documents	FastDevelopmentOfADataWarehouseUsingMOF_CWM.pdf	3337847 8073dd09c1bf4f99c3b746276ccf502284e117	no	33
<b>Warnings:</b>					

**Information:**

4	NPL Documents	Metadata_EveryoneTalksAboutItButWhatIsIt.pdf	694843 b/a950a0042ba56c191881c1-8020fbef188838b	no	5
<b>Warnings:</b>					

**Information:**

5	NPL Documents	PracticalTechniquesForExtractingCleaningConforming.pdf	2265780 0eb72fb7fb5c504d48721065bbcbcc15cc04ff2	no	7
<b>Warnings:</b>					

**Information:**

6	NPL Documents	TheCompleteGuideToDimensionalModeling.pdf	5520454 8715b00c0ee56a01ac5de932792eb98101bfecc	no	9
<b>Warnings:</b>					

**Information:**

7	NPL Documents	AnArchitectureForDataWarehouseUsingSupportingData.pdf	3013686 163956112bc33a6c78d1081322745aef0615ee1	no	41
<b>Warnings:</b>					

**Information:**

8	NPL Documents	MultiDimensionalModelingWithBWASAPForBWAccelerator.pdf	6413399 cfc30a008510d8b4242d4302bc234ff1fdec96d2	no	78
<b>Warnings:</b>					

**Information:**

9	NPL Documents	Insight_from_Interactions_NICE_Analyzer.pdf	94081 b45406ad3048b3f31d9e0949396a287a38c1	no	2
<b>Warnings:</b>					

**Information:**

10	NPL Documents	NICE_Systems_Multimedia_Interaction_Products.pdf	1621712 687a16fb33be27bbcd5c38b7abed2fbcd57ceab9	no	3
<b>Warnings:</b>					

**Information:**

11	NPL Documents	Nortel_Centrex_internet_Enabled_Call_Centers.pdf	89845 97000bb6d4208f1a6d95f1eb1182c7822fb PM4	no	1
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**Warnings:****Information:**

12	NPL Documents	IntegrationAndDimensionalModelingApproachesFor.pdf	248631 7e60fe612c290ace8e121a02e491cd4cf c4db	no	3
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**Warnings:****Information:**

13	NPL Documents	ENUMPhoneNumbersMeettheNet.pdf	1747706 45202653278a01919446ed13c1b6175-c 462b2	no	6
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**Warnings:****Information:**

14	NPL Documents	TheApexPresenceService_31pages.pdf	1850974 57be24041851cc492ce51bcde94ec1f58c7 5917	no	31
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**Warnings:****Information:**

15	NPL Documents	TimeDimensionAndTimeZones.pdf	590406 fd27d377f583085498ec1f5a387ae6b9a 21d9	no	10
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16	NPL Documents	CommonPresenceAndInstantMessaging_CPIM_PresenceInfoDataFormat.pdf	2215599 62c354b488c6223-89a-1ab61987-d7ec8 745a2	no	26
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**Warnings:****Information:**

17	NPL Documents	Watkins_Cost_Benefit_Analysis.pdf	11869501 ec310968c19873c29817a170fc7aa97d90 122	no	13
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**Warnings:****Information:**

18	NPL Documents	the_Importance_of_Data_Modeling_as_a_Foundation_for_Business.pdf	2638909 09a75da1746992284e9519b0e466e0b100 b10a5e	no	41
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**Warnings:****Information:**

19	NPL Documents	AvayaQ_BuildingUponTheStrengthsOfCMS.pdf	997162 27e6873be75cb6be0d61e1d1a5e6bc7fa c4db	no	11
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**Warnings:****Information:**

20	NPL Documents	Call_Center_Recording_for_Cal_LCenter_Quality_Assurance.pdf	381617 4b7602101369340991e2e944ab5e7a6c3 2ef5d	no	2
<b>Warnings:</b>					
<b>Information:</b>					
21	NPL Documents	DimensionalDatabase.pdf	378498 64665940364e4ed2e269534b1cb6a7aef0 cbb5c	no	3
<b>Warnings:</b>					
<b>Information:</b>					
22	NPL Documents	DrivingModelAgentBehaviorsWithAvayaQ.pdf	1099942 5ef2f22d45e6fd194439418512506788c 27acb	no	12
<b>Warnings:</b>					
<b>Information:</b>					
23	NPL Documents	KANA_Contact_Center_Support.pdf	277681 605018e492c0b133971056db1a7ca93 bb5a4	no	3
<b>Warnings:</b>					
<b>Information:</b>					
24	NPL Documents	Learn_the_structure_of_an_Access_database.pdf	398828 52d6954db5c06ac1b443a5a863cf1cf1b 185cf	no	4
<b>Warnings:</b>					
<b>Information:</b>					
25	NPL Documents	Monitoring_OneSight_Call_Statistics_Monitors.pdf	152285 754113be667591d474fb4c211681d946 bb4c7	no	2
<b>Warnings:</b>					
<b>Information:</b>					
26	NPL Documents	Oracle_and_Siebel.pdf	203227 ca6dch2e5dd5623dbad66c0f93b53ab3f 86c92d	no	2
<b>Warnings:</b>					
<b>Information:</b>					
<b>Total Files Size (in bytes):</b>					53334583

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If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

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If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

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